

REACHING ACROSS MARYLAND

2019 Annual Report



Maryland

DEPARTMENT OF
GENERAL SERVICES

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Lt. Governor

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MISSION

It is the mission of DGS to be the accessible, accountable support agency delivering expertise, essential services, facilities operations and maintenance to the state in order to enhance the quality of work/life environments for our stakeholders and the citizens of Maryland.

VISION

To be the premier partner to our sister agencies, delivering support, expertise and essential services, as needed, to facilitate their missions on behalf of the citizens of Maryland.

VALUES

Customer-Focused
Respectful, Responsive and Results-oriented
Accessible and Accountable
Transparency and Teamwork
Communication and Coordination for Optimal Outcomes

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" I TELL YOU, EACH ONE OF YOU,
STAY ENCOURAGED. ENCOURAGE EACH OTHER.
HELP SOMEBODY. WE SHOULD. WE'RE SUPPOSED TO.
THAT'S WHAT BEING A HUMAN IS ABOUT,
LEAVING THIS PLACE BETTER THAN WE GOT IT.
THAT'S ALL IT'S ABOUT, Y'ALL. "

ED REED
RAVENS SAFETY
2019 HALL OF FAME INDUCTEE

MESSAGE FROM THE GOVERNOR



Our administration is immensely proud of our agencies' hard work to change Maryland for the better. The Department of General Services has many responsibilities that are essential to keep our entire state government running as smoothly and effectively as possible.

Over the past two years, we have worked hard to build an efficient, transparent, and vendor-friendly procurement system that is overseen by General Services. As the department responsible for the Federal Surplus Property Donation Program, General Services secured and delivered millions of dollars in federal surplus property to Marylanders in need, public schools, non-profit organizations, municipal agencies, federally certified 8(a) firms, and local communities. In January, the department went above and beyond by spearheading our #MDHelps initiative, collecting food and raising funds for Maryland's federal employees affected by the partial government shutdown.

The department works tirelessly on behalf of Maryland's citizens, providing respectful, responsive, and results-oriented services. Whether it is protecting the safety and security of employees and visitors at state facilities, maintaining state facilities and grounds, or completely renovating the iconic Enoch Pratt Library in Baltimore, they can always be caught "Doing Great Service."

I encourage you to learn more about General Services and the hard work they do, in this 2019 Annual Report.

Thank you,

A handwritten signature in black ink, appearing to read "Larry Hogan".

Governor Larry Hogan

MESSAGE FROM THE SECRETARY



Fiscal Year 2019 was a time of exciting and unparalleled change for General Services – change that has enhanced the delivery of essential services with greater efficiency and increased transparency. Through consolidation and cutting-edge technology, we have augmented our responsiveness to our clients and improved the customer experience.

One example is the new Office of State Procurement, a major accomplishment that we could not have achieved without the strong support of Governor Hogan and Lieutenant Governor Boyd K. Rutherford. The office is the result of the reorganization and consolidation of state procurement. Control and oversight authority and responsibilities for procurement have been transferred to General Services from the departments of Budget and Management and Information Technology, as well as the capital construction unit of the Department of Public Safety and Correctional Services. They now come under the Office of State Procurement, which will use the most advanced procurement methods, techniques, policies and procedures for all procurement and contract management activities, allowing the state to get the best value for every dollar spent.

Another outcome of procurement reform is a new e-procurement system, eMaryland Marketplace Advantage (eMMA), which comes under the Office of State Procurement. eMMA harnesses cutting-edge technology to provide a user-friendly single access point for vendors that will drive transparency, quality and compliance.

There was also the merger of the Maryland Capitol Police and the nearby Department of Labor security force. Legislation passed in the 2019 General Assembly Session established a unified command providing operational efficiencies, accountability and consistency, more responsive customer service and reduced overhead.

General Services is proud of these achievements and will continue to explore ways to improve the customer experience. The hardworking men and women of General Services are dedicated to providing essential services to ensure the smooth operation of state government. Read more about all of them in our 2019 Annual Report.

Thank you,

A handwritten signature in black ink, appearing to read "Ellington E. Churchill, Jr.".

Ellington E. Churchill, Jr.
Secretary

DGS BY THE NUMBERS

The Facilities Planning, Design, Construction & Energy workload included **1,018** projects with a value of over **\$1B**.

Maryland Capitol Police K-9 Units completed **1,959** building sweeps and **446** vehicle scans; participated in **73** community events and K-9 public demonstrations.

Capital Grants staff of **5** provides administrative and technical support for a portfolio of **1,630** active grants totaling **\$1.4B**.

Maryland Capitol Police conducted over **54,000** patrols of grounds, facilities and parking areas; responded to over **68,000** calls for service; completed over **570** investigative reports.

Business Outreach hosted **18** and participated in **28** training workshops in **14** counties across Maryland.

Inventory Standards & Support Services dispensed **11.6M** gallons of consigned fuel and **11.6M** gallons of bulk fuel for the state through the Statewide Fuel Management Program.

Maryland Capitol Police Security Card Processing Centers processed over **15,000** applications for State ID cards.

General Services achieved **75.0%** Very Satisfied Customer Service survey results in FY19, up from **72.7%** in FY18.

Construction Contracting Procurement awarded **86** contracts valued at **\$88.5M**.

DGS BY THE NUMBERS

Records Management retrieved approximately **5,400** individual files in support of state business.

General Services awarded **38** contracts to preferred providers, totaling nearly **\$2.4M**.

The State Energy Database, managed by the Office of Energy, tracks **15,400** utility accounts and **14,800** utility meters and processes **11,000** utility invoices per month.

205 Facilities Operations & Maintenance employees maintain **56** state-owned buildings totaling **6.3M** square feet and receive over **32,000** work orders annually.

Inventory Standards & Support Services sold **1,319** vehicles and automotive equipment at auction, resulting in net sales of **\$4.1M** for state agencies.

4 employees in the mailroom delivered nearly **214,000** pieces of mail in FY19.

The Construction Division managed **370** projects valued at **\$343M**.

General Services raised over **\$3,500** in gas and grocery gift card donations as part of **#MDHelps**.

Maryland Capitol Police raised over **\$3,000** at the 2019 Polar Bear Plunge for Special Olympics.

The Office of Business Programs awarded **\$245.8M** to minority business enterprise firms.



Commodities Procurement awarded **180** contracts totaling **\$155.1M**.

Green Purchasing Committee, supported by the Office of Energy, reported purchases of "green" products and services for state agencies totaling **\$30.3M**.

General Services raised **\$39,089.64** during the 2018 Maryland Charity Campaign.

Facilities Maintenance Procurement awarded **57** contracts totaling **\$31.4M**.

General Services played a central role prior to and during Inauguration Day. From activities small to large, seen and unseen, four divisions within the agency fulfilled assignments essential to the event's success.

- **Facilities Planning, Design, Construction and Energy** wrote the scope of work for the procurement of the inauguration stage and seating.
- **Office of Procurement and Logistics** issued the solicitation and awarded the contract for the Inauguration event. This included the staging, seating, sound and other production elements.
- **Facilities Operations and Maintenance** provided logistical support, including stage setup and power supply. Staff performed housekeeping and general maintenance, as well as cleared the recent snowfall.
- **Maryland Capitol Police**, working with allied agencies, conducted traffic control, directed parking for VIPs and essential personnel, and provided security and policing for both the State House interior and grounds, as well as nearby roads. Foot patrols and K-9 scans were conducted regularly.



"On this historic day, in this historic place, let us once again pledge to seek that middle ground where we can all stand together. Let's keep changing Maryland for the better and continue setting an example for the rest of the nation."

- Governor Larry Hogan
Excerpt from Inauguration Address



1,018 projects with a value of over **\$1B**.

120 projects completed, **\$58M**.

489 projects in development/ planning, **\$428M**.

57 projects in design, **\$207M**.

370 projects in construction, **\$342M** (includes 23 emergencies @ **\$10M**).



Murphy Courthouse in Annapolis is undergoing renovations

100 Days of Summer

The Construction Division maintains the dunes in Ocean City. Work of this nature is completed in the off-season. Unlike our other construction projects, which stay where we put them, the sand in Ocean City moves with every wind and wave, so there's a continuous effort to keep the dunes in place and looking good. We replant dune grass, restore sand fencing, and reestablish crossovers using clay.



Historic State House Portico and Pediment Get a High-Tech Cleaning

Industrial laser cleaning is a highly accurate process that clears away unsightly material from a solid surface by irradiating it with a laser beam. It does not use any chemical solvents, making it safe to operate and environmentally friendly.

Scope of work

- Using industrial laser cleaning process, removed black carbon deposits and biofilm from the bottom of the column bases up to the peak of the pediment.
- Cleaned underside of gable.
- Cleaned cornice areas left and right of the pediment to the outer corners on the north side of the building.
- Cleaned architectural details around windows, entrance door and bronze entry.
- Made stone repairs.
- Installed new bird protection mesh.



Readiness Centers

5 readiness centers completed in the last 5 years

- Easton Readiness Center
- Havre de Grace Readiness Center
- LaPlata Readiness Center
- Westminster Readiness Center
- Dundalk Readiness Center

(Construction is underway on the Freedom Readiness Center in Sykesville)



Always Ready, by Maryland artist Mark Stutzman. The two-story mural hangs in the entrance of the Easton Readiness Center.

“Our readiness centers represent the state’s commitment to the brave men and women who serve in the Maryland Army National Guard. These 21st Century facilities ensure that they will be well-equipped and fully prepared when called to action.”

- Secretary Ellington E. Churchill, Jr.



Easton Readiness Center Ribbon Cutting



Easton Readiness Center



Freedom Readiness Center

Catonsville District Courthouse

- March 2017 groundbreaking
- 2019 ribbon cutting
- \$54.5M construction contract
- 130,000 GSF
- 5 floors
- 8 courtrooms
- 425-space parking garage
- 1st Maryland courthouse with green roof, eco-bioretenion, reforestation
- Owned and operated by General Services

6 agency tenants:

- Maryland Department of Public Safety and Corrections
- Maryland Department of Juvenile Services
- Maryland Office of the Public Defender
- District Court of Maryland
- Baltimore County State’s Attorney
- Baltimore County Police



Lawyers Mall Construction Project

- Multi-phased utility infrastructure replacement.
- Expected to be completed in late 2020.
- \$11M estimated budget.
- Phase I replacing failed steam and chilled water distribution systems in Bladen Street, College Avenue and Lawyers Mall.
- Future phases will include replacement of other underground utilities within Lawyers Mall, design and restoration of the Plaza, new lighting, landscaping and other site improvements.



About 2500 feet of pipe have been replaced.

Office of Energy

Information for 653 buildings from 24 agencies was uploaded to the energy database to analyze state facilities' energy use and identify money-saving opportunities; 52 employees from 12 agencies trained on this database software.

Legislation approved in 2019 gave General Services sole responsibility for reviewing requests for proposals for **energy performance contracts** (EPCs). EPCs are a means for state agencies to achieve guaranteed energy savings.

Hosted EPC Lunch-n-Learn in partnership with the Maryland Clean Energy Center. 65 attendees, including staff from 15 state agencies and representatives of 9 energy service companies.

State Energy Database, an energy management tool that helps state agencies manage utility costs and energy usage, continues to be the **largest, most robust** resource of its kind in the country: 15,400 utility accounts and 14,800 utility meters tracked: 11,000 utility invoices processed per month.

Generating Clean Horizons

A General Services and University System of Maryland initiative to purchase renewable power from a solar installation and two wind installations: Mount St. Mary's Solar, Emmittsburg, MD; Roth Rock Wind, Oakland, MD; Pinnacle Wind, Keyser, WV. The purchases accounted for 13.2% of the electricity for state operations and helped meet the state's Renewable Portfolio Standard obligation.

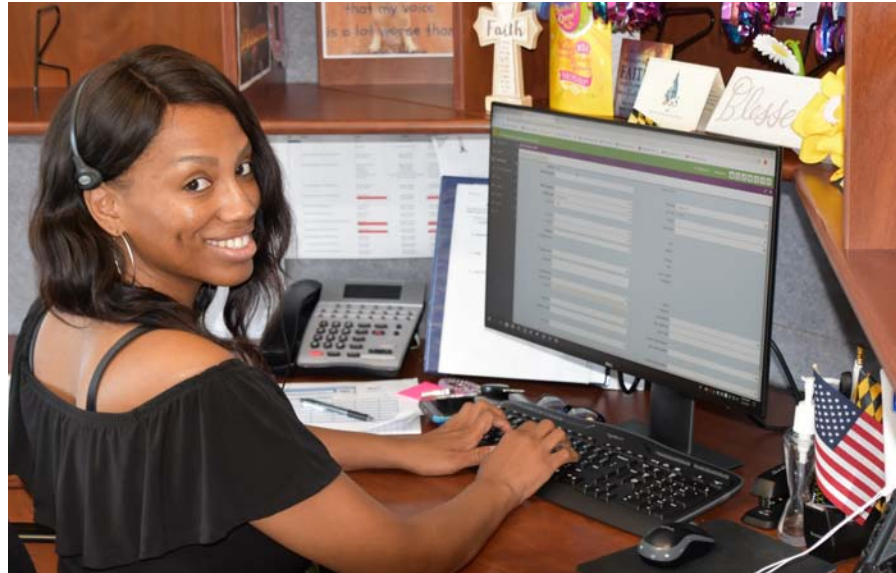


Mount St. Mary's Solar, Emmittsburg, MD - 13 MW installation, 12,968 MWh/year.

205 Facilities Operations & Maintenance employees maintain **56** state-owned buildings totaling **6.3M** square feet and receive over **32,000** work orders annually — more than **1** every **4** minutes for every work day of the year!

Top 5 service requests:

- Grounds
- Buildings
- Heating and cooling
- Janitorial
- Electrical



eMaint

Computerized Maintenance Management System (CMMS) Customer Support Center

- Cloud-based comprehensive work request and work order management tool enabling data-driven strategies to extend the life of assets.
- Efficient means of providing customer service through a single point of contact for any tenant concerns relating to General Services-managed facilities.
- Data collected:
 - Work orders from tenants in General Services-managed facilities and General Services staff.
 - General Services-managed building layouts, equipment and equipment repair history.
- Services provided:
 - Assist tenants in General Services-managed facilities with opening and tracking their own work requests.
 - Updating and escalating any work orders for those tenants to provide prompt service.



William Donald Schaefer Building Spire Tower

In July 2019, the *Baltimore Sun* inquired about the spire atop the William Donald Schaefer Building in Baltimore. Towering **590** feet above the city, it has become a well-known landmark. "Have you ever wondered what was inside?" *The Sun* asked.

Secretary Churchill, along with Facilities Operation & Maintenance staff, escorted *The Sun* reporter and John Nickles, a *Sun* reader, to the top of the spire. John had asked, "What is up there?"

29 floors and **128** steps later the group made it to the top to find a beautiful view of Baltimore City. The spire consists of **2** square rooms and **5** triangular rooms. The main purpose of the spire was to make the building the tallest in the city.

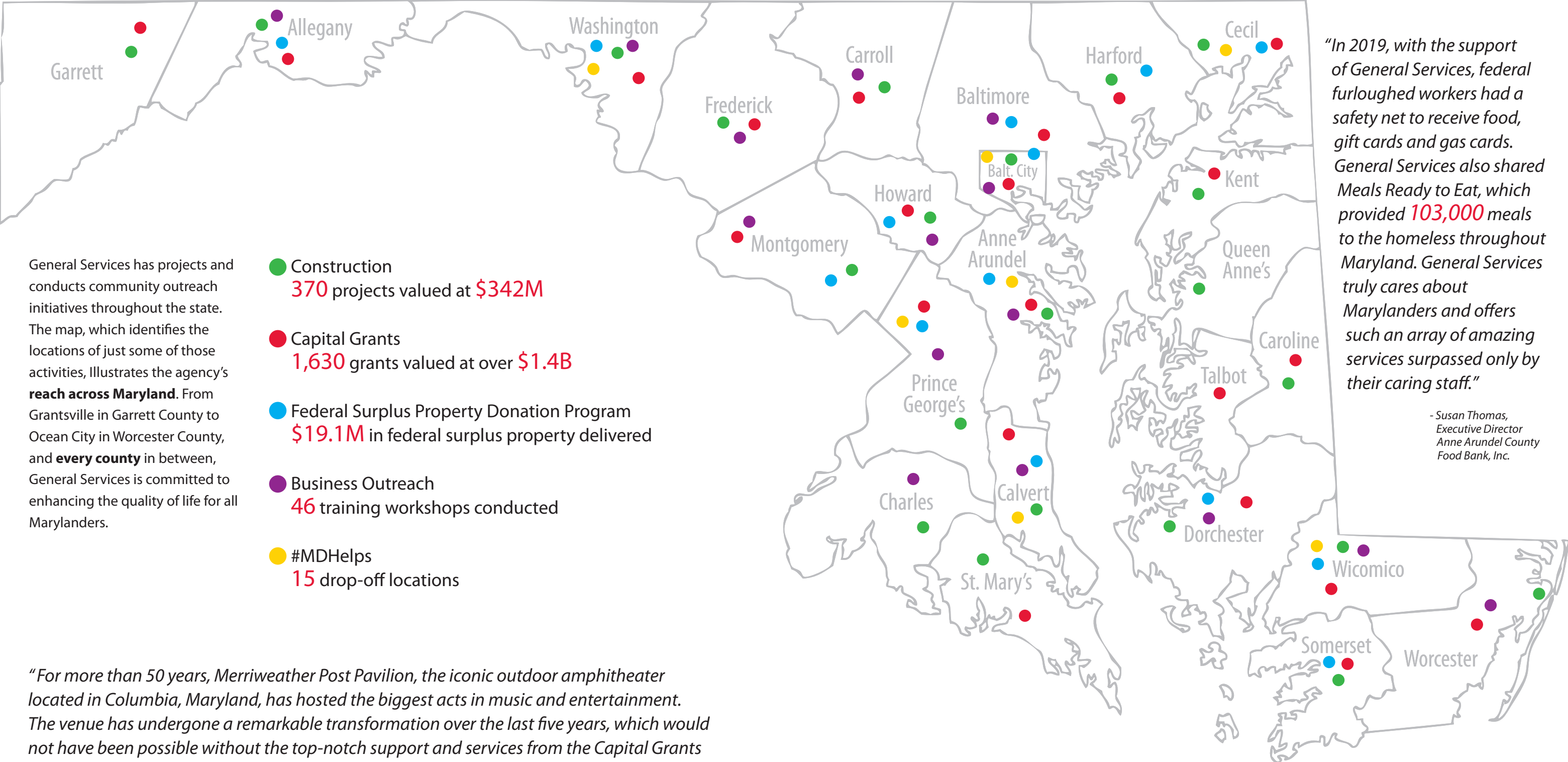
State Center Pipe Replacement

An inspection in mid-May 2019 of the State Center power plant revealed that large pipes carrying chilled water and steam to the State Center buildings faced imminent and catastrophic failure. Staff from Facilities Operations & Maintenance and Facilities Planning, Design, Construction & Energy sprang into action. They quickly formulated a plan to replace the pipes and lined up contractors to do the work.

The initial estimate was that the work would take a week and require the State Center buildings to go without air conditioning for as much as four days. But the team aimed to do better than that. Once everything was in place, they gave up their Memorial Day weekend and began the work early on the evening of Thursday, May 23. They labored steadily through Sunday, May 26. Thanks to their concerted efforts and some creative scheduling, they completed a week's worth of work in only 3½ days!

The result? The buildings were cooled and fully functional when everyone returned to work the day after Memorial Day.





General Services has projects and conducts community outreach initiatives throughout the state. The map, which identifies the locations of just some of those activities, illustrates the agency's **reach across Maryland**. From Grantsville in Garrett County to Ocean City in Worcester County, and **every county** in between, General Services is committed to enhancing the quality of life for all Marylanders.

- Construction
370 projects valued at **\$342M**
- Capital Grants
1,630 grants valued at over **\$1.4B**
- Federal Surplus Property Donation Program
\$19.1M in federal surplus property delivered
- Business Outreach
46 training workshops conducted
- #MDHelps
15 drop-off locations

*"In 2019, with the support of General Services, federal furloughed workers had a safety net to receive food, gift cards and gas cards. General Services also shared Meals Ready to Eat, which provided **103,000** meals to the homeless throughout Maryland. General Services truly cares about Marylanders and offers such an array of amazing services surpassed only by their caring staff."*

- Susan Thomas,
Executive Director
Anne Arundel County
Food Bank, Inc.

"For more than 50 years, Merriweather Post Pavilion, the iconic outdoor amphitheater located in Columbia, Maryland, has hosted the biggest acts in music and entertainment. The venue has undergone a remarkable transformation over the last five years, which would not have been possible without the top-notch support and services from the Capital Grants division of Maryland's Department of General Services."

- Ian Kennedy
Executive Director
Merriweather Post Pavilion

GIVING BACK

#MDHelps

A multi-agency/ private-sector effort to support federal workers who were affected by the partial federal government shutdown in Dec'18-Jan'19.



General Services organized a food and gift-card drive with **15** drop-off locations in state-owned buildings across Maryland; collected items were distributed to local food banks. Along with food and other household items, over **\$3,500** in gas and grocery gift cards were donated.

The annual **Maryland Charity Campaign** puts a spotlight on the great need in our communities. Many General Services employees generously give back to support the less fortunate. During the **2018** campaign, General Services raised **\$39,089.64**.



Governor Larry Hogan announces the #MDHelps initiative.



Secretary Churchill hosts the opening of the Maryland Charity Campaign in Annapolis.



Over **30** General Services staff members helped Matthew Henson Elementary School 5th-graders in Baltimore City plant **10** trees and weed garden boxes as part of Day to Serve!

GIVING BACK

Maryland Capitol Police now participates in all **3** phases of the Maryland Special Olympics fundraising efforts:

- Torch Run
- Polar Bear Plunge, which raised over **\$3,000** this year.
- Medal Presentations at the summer games in Towson.



"We are proud to support these amazing athletes through our partnership with Maryland Special Olympics."

- Col. Michael Wilson, Chief of the Maryland Capitol Police

Capital Grants

Staff of 5 provides administrative and technical support for a portfolio of 1,630 active grants totaling \$1.4B.

Enhancing the Customer Experience:

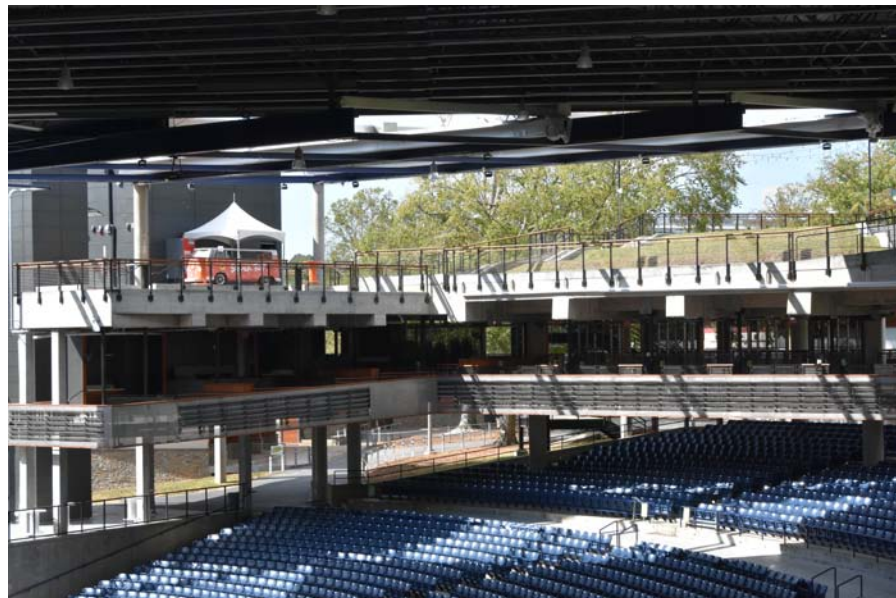
- Proactive outreach to grantees.
- Workshops for grantees so they can better-understand their responsibilities.
- Improved processes for submitting contracts for review, determining eligible expenses and submitting requests for payments.
- Creative partnerships with Capital Grant recipients to showcase state-funded projects in state buildings.

Top Five Funded Projects:

- University of Maryland Medical System Neonatal Intensive Care, NICU, Labor and Delivery, Baltimore City \$40M.
- Maryland Zoo Infrastructure Improvements, Baltimore City \$33.5M.
- University of Maryland Medical System Shock Trauma Expansion, Baltimore City \$26.5M.
- Stevenson University – Rosewood Property Environmental Abatement, Baltimore County \$16.7M.
- Capital Region Medical Center, Prince George's County \$179M.

Merriweather Post Pavilion Renovation & Modernization Project

- Partnership between Merriweather's operator, Downtown Columbia Arts and Culture Commission, the State of Maryland and Howard County Government.
- First renovation since opening in 1967.
- \$8M in capital grants.
- Phase IV of 5-phase project completed, including raising the Pavilion roof, replacing seating, and building new roofs over loge seats.
- Final phase underway to replace existing concessions and construct new bathrooms for lawn guests.



In collaboration with the B&O Railroad Museum, displays of B&O projects, supported by Capital Grants, were mounted in the 301 W. Preston St., Baltimore lobby for the viewing interest of employees and visitors alike.



"Our citizens deserve world-class institutions that promote the arts and sciences, and these iconic organizations help Baltimore City continue to serve as Maryland's cultural center."

- Lt. Gov. Boyd K. Rutherford



Capital Grants helped fund the renovation and expansion of the African Journey habitats for lions, giraffes and African elephants at the Baltimore Zoo, which was completed in June 2019.

Inventory Standards & Support Services

Managed the disposition of **164,974** excess and surplus state property.

Sold **1,319** vehicles and automotive equipment at auction, resulting in net sales of **\$4.1M** for state agencies.

Facilitated the transfer of over **3,542** state-owned assets valued at over **\$2M**, saving taxpayer dollars by eliminating the need for new purchases.

Provided guidance and assistance statewide for the management of over **\$52B** in fixed assets and **\$139M** in materials and supplies.

Facilitated the donation of **21** vehicles ranging from cars to buses, vans and trucks to eligible organizations.

General Services is responsible for managing the Federal Surplus Personal Property Donation Program. FY19 donations totaled **\$12.1M** and included:

- **535** computers and accessories valued at over **\$535,000** to the Town of Bladensburg.
- **22** Sharps kits (**4** pallets per kit)
- In partnership with the Governor's Office of Community Initiatives, delivered surplus property to communities in need across the state:
 - **87,000+** meal kits
 - **120,000** liters of water
 - **165** computers
 - **131** pieces of furniture, **500** books, and more



"Our administration has been a strong leader in our work with the Federal Surplus Property Donation Program by proactively finding opportunities to bring food, school supplies, computers and other resources directly into Maryland communities that are in need of assistance."

- Governor Larry Hogan

Vehicles for Change

Conducted a **4-month** pilot program (March through June 2019) with Maryland-based nonprofit Vehicles for Change (VFC) for a mobile auto maintenance program for General Services vehicles. VFC provided maintenance service on **24** vehicles. VFC trainees gained valuable experience, and General Services saved **68** man hours and **\$600**, or over **20%** savings on maintenance costs. In light of its success, the pilot became a permanent program.

"Vehicles for Change is excited to be a fleet maintenance partner with DGS. This unique partnership will provide DGS with fast, quality auto service at great savings to the State. 100% of the proceeds from the program support the highly successful, VFC reentry, auto mechanic training program. The training program boasts a 100% completion and placement rate and less than a 1% recidivism rate. This is a true win, win, win partnership!"

- Martian Schwartz
Vehicles for Change, President



(LtoR) are Assistant Secretary Jack Howard, Chris, a graduate of the training program, Vehicles for Change President Marty Schwartz, and Kathryn Wilson and Kurt Butler of the General Services Inventory Standards & Support Services Division.



Vehicles for Change trainees work on state vehicles in Baltimore.



State vehicles in Crownsville are serviced by VFC trainees.



Maryland Office of State Procurement Team

State-of-the-art eProcurement Technology

- **Heightened** visibility.
- **Better** reporting.
- **Faster** invoice processing.
- **Source-to-pay** process model.
- **Enhanced** vendor relationships and collaboration.
- **Move** toward operating in an electronic environment.



"eMaryland Marketplace Advantage is much more than the state's new bid board. It is an adaptive tool that provides innovation and flexibility over time, fits into our modernization goals of innovation and efficiency, and will help us anticipate future needs."

- Lt. Governor Boyd K. Rutherford

State Procurement Reorganization (effective October 1, 2019)

- **Consolidated** procurement responsibilities, functions and staff within **3** state agencies: General Services, Budget & Management and Information Technology.
- **Created** the Office of State Procurement in the Department of General Services.
 - **Reduced** administrative complexity.
 - **Increased** transparency and functional accountability.
 - **Increased** transactional, operational & commercial efficiency and business accessibility.
 - **Expanded** cooperation with other states to leverage economies of scale.



Bob Gleason is sworn in as Chief Procurement Officer.

FY19 Procurements

Worked collaboratively with **Maryland Works** to award the **first** preferred-provider Comprehensive Building Maintenance contract, totaling **\$8.3M**, for the Nancy S. Grasmick building in Baltimore.

Established **2** statewide contracts for **electric vehicle charging stations**, making it possible for state agencies to consider adding electric vehicles to their fleets.



Camden Yards, Baltimore

Construction Contracting Procurement awarded **86** contracts valued at **\$88.5M**.

Architecture & Engineering Procurement awarded **37** contracts totaling **\$26.7M**.

Facilities Maintenance Procurement awarded **57** contracts totaling **\$31.4M**.

Commodities Procurement awarded **180** contracts totaling **\$155.1M**.

Office of Business Programs

Continuing its mission in support of small, minority, woman and veteran-owned businesses, the Office regularly collaborated with the Facilities Planning, Construction, Design & Energy and the Business Enterprise Administration's Training and Outreach Manager to proactively engage these companies with targeted, discipline-specific outreach sessions focused on upcoming contracting opportunities.

- **\$31.9M** awarded to firms eligible for the Small Business Reserve program.
- **\$36.8M** awarded to minority business enterprise firms, including **\$13.4M** to minority business enterprise prime contractors and **\$31.4M** to minority business enterprise subcontractors.
 - E.g., **\$12.5M** contract for the construction of **Barrack "C"** in Cumberland, with **30%** minority business enterprise and **10%** veteran participation.
 - Freedom Readiness Center **30%** MBE and an additional **5%** Veterans.



September 2019 groundbreaking for Barrack "C" in Cumberland, which has 30% minority business enterprise and 10% veteran participation.



Freedom Readiness Center in Skyesville has 30% minority business enterprise and 5% veterans participation.

Records Management

Provided storage for **163,098** cubic feet of state, county and local records, freeing up high-cost space within state, county and local government offices.

Recycled **15,989** cubic feet (280 tons) of records eligible for disposal in accordance with established records retention schedules.

Provided guidance on approximately **100** state, county and local government retention and disposal schedules.

Retrieved approximately **5,400** individual files in support of state business.

Completed **65** Public Information Act requests within statutory requirements.



In partnership with Maryland State Archives, Records Management initiated **Records Management 101**, a state-wide records management training program. The monthly course covers the creation and revision of records retention schedules, special collections, records transfers and disposal of non-permanent records.

4 training sessions were held in Baltimore City, Hagerstown, La Plata and Centreville.



Records Management storage facility.



"Get Connected!"

General Services, the Maryland Department of Transportation and the University System of Maryland partnered to host the summit.

500+ business participants from across the state.

Over **\$4B** in contract opportunities.

30 prime contractors talked one-on-one about their contracting opportunities.

Executive-level state agency representatives highlighted upcoming projects.

Subject-matter experts talked about the ABCs for successfully doing business with the state, including executive members of the new Office of State Procurement.

Workshops conducted by entrepreneurial training experts and program managers; procurement officers conducted a new workshop on navigating the new eProcurement system, eMMA.

"This summit is a valuable resource to address the needs of Maryland's business community by identifying available opportunities."

- Secretary Churchill

Maryland Capitol Police

Conducted over **54,000** patrols of grounds, facilities and parking areas.

Responded to over **68,000** calls for service.

Completed over **570** investigative reports.

Made **27** criminal arrests.

Monitored over **70 rallies** in Annapolis.

Security Card Processing Centers processed over **15,000** applications for State ID cards.

K-9 Units completed **1,959** building sweeps and **446** vehicle scans; participated in **73** community events and K-9 public demonstrations.

Maryland Capitol Police/ Department of Labor Police Merger

Legislation passed in the 2019 General Assembly Session established a unified command providing these benefits:

- Ensures operational efficiency, accountability and consistency.
- More resources and better coordination for more responsive customer service.
- Personnel can be more efficiently and effectively deployed for quicker response times.
- Reduced overhead.



General Services, the Maryland Capitol Police and the Department of Labor are represented at the bill signing merging the latter's police and security personnel under the Maryland Capitol Police.



Dawson, with his handler, Officer Steve Deal, is our newest K-9 recruit.

- K-9s earn their jobs through rigorous **training** and **certification**.
- **4** weeks of out-of-state training and **8** weeks of certification training.
- Certified by the FBI and awarded national certification by the International Police Work Dog Association.
- Imprinted with **23** different explosive odors.
- Work **7** or **8** years.
- **Bonding** essential to the success of the "Team" (K-9 and handler), so K-9 only responds to its handler's commands; works for **praise** – and **treats**!

Maryland Capitol Police conduct **active shooter training** for state employees. Surviving an active shooter incident starts with a **plan**. The kind of **response** will depend greatly on the circumstances of the incident.

RUN - #1 Priority - get out of harm's way; help others if you can; leave belongings behind.

HIDE - act quickly & quietly; secure location; turn out lights; hide behind large objects.

FIGHT - Last resort - act with aggression; improvise weapons; commit to taking down the shooter.

OFFICE OF REAL ESTATE

For the price of **\$1.00**, the Office of Real Estate provided land to the Howard County Government for a new fire station.

3 employees in the Lease Compliance unit responded to over **850** emails and calls ranging from building emergencies and landlord/tenant mediation to questions about lease agreements.

3 employees in the Lease Management & Procurement unit and **2** brokers managed **280** leases and submitted **33** new and renewal leases for Board of Public Works approval in FY19.

3 employees administered **35** easement options valued at **\$14.5M**, preserving **3,609** acres of land under the MD Agricultural Land Preservation Foundation program.

4 employees in the Valuation and Appraisal unit completed **436** appraisal reviews and **48** staff appraisals in FY19.

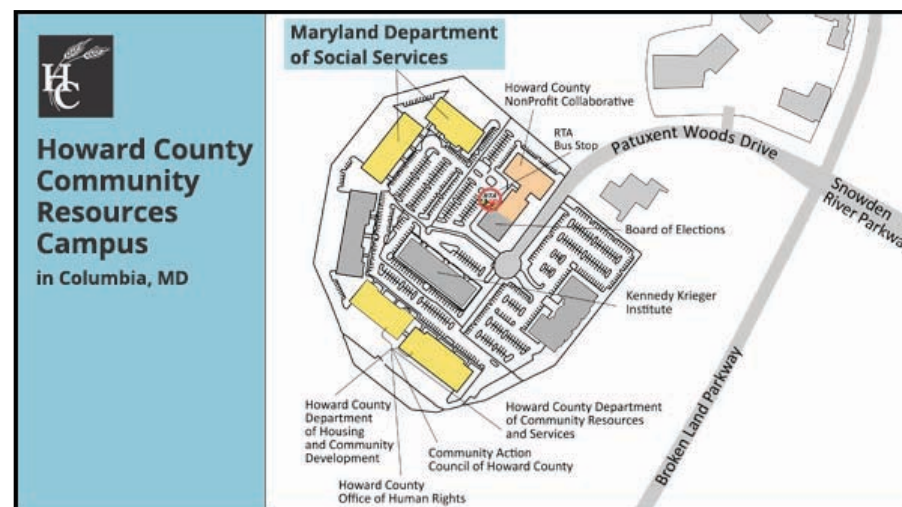
Accepted leased space for **first-of-its-kind campus** in Patuxent Woods, Howard County, where clients can be served by multiple providers at one location. The project is in collaboration with **Howard County** government and **16** non-profit service providers.



Transfer of property to Howard County



Maryland Agricultural Land Preservation Foundation Program



DGS LEADING

General Services is the support agency for **5** committees that do important work on behalf of state government and the citizens of Maryland.

Maryland Green Purchasing Committee

- Interagency committee created by the **Green Maryland Act of 2010**.
- Develops and implements statewide green purchasing policies, guidelines, programs, best practices and regulations which provide **benefits to the health and well-being** of Maryland citizens and the environment.

Procurement Review Council

- Advises the General Assembly on proposed legislation to **enhance efficiency and transparency** in state procurement.

Maryland Green Building Council

- Created in 2007 to guide Maryland's **High Performance Building Program**.
- Composed of **private sector and state agency** membership; makes recommendations about implementing the High Performance Building Program; assists the Governor and General Assembly on green building legislation; **works to promote green building** throughout state government and the private sector.

Hearing Accessibility Advisory Board

- Created as a result of 2019 legislation.
- General Services Secretary charged with appointing board members to make recommendations for regulations to implement the legislation.
- Board **consults with individuals with hearing loss** and knowledge of assistive listening systems and devices who utilize state buildings; approve waivers to **require assistive listening systems** in state facilities.

State Board of Architectural Review

- Seven-member board of professional architects, landscape architects and engineers **reviews all architectural plans** for major new construction or restoration of state buildings.
- University System of Maryland and General Services bring projects before the board for peer comment on proposed designs.



Green Purchasing Committee meeting



The Maryland Green Building Council met 10 times in 2019.

DGS 2019 TIMELINE



JAN 24

Governor Larry Hogan Announces #MDHelps Multi-Agency Effort to Support Federal Workers During Partial Government Shutdown

FEB 27

Engineering Day: Baltimore City Polytech High School Students Visit General Services

DGS 2019 TIMELINE

MAR 5

Department of General Services Manages Temporary Relocation of the Thurgood Marshall Statue to Annapolis Court of Appeals



APR 22

Maryland Department of General Services Celebrates Earth Day



APR 24

General Services Celebrated Administrative Professional Day

AUG 2

Last Day for Youthwork Students



JUL 22

Maryland Department of General Services Announces eMaryland Marketplace Advantage Goes Live

MAR 6

Hogan Administration Announces Award to Modernize State Procurement Process

MAR 25

Maryland Department of General Services Celebrates Maryland Day



MAY 14

Maryland State Departments Hosts Energy Performance and Conservation Session



JUL 11

General Services Tests Maryland State House Dome Fire Suppression System

JUN 25

Hogan Administration Announces Energy Saving Initiative, "Maryland Leads by Example"

MAY 28

DGS Federal Surplus Property Division Partners with Federal Agencies to Provide Much Needed Computers for Local Baltimore Community Center

SEPT 4

Hogan Administration Announces \$49 Million of Grant Funding to Higher Education Institutions

SEPT 24

Maryland Department of General Services Announces Completion of Maryland State House Cleaning

SEPT 14

Enoch Pratt Library Celebrated the Completion of its Total Restoration with a Grand Reopening

SEPT 17

Maryland Department of General Services Joins Maryland State Police in Groundbreaking for new Cumberland Police Barrack



OCT 1

State of Maryland Announces Reorganization of the State's Procurement Process

OCT 31

Hogan-Rutherford Administration Sponsors Historically Black Colleges & Universities Conference

NOV 4

State Hosts 5th Annual Business Opportunities & Entrepreneurial Training Summit for Small, Minority, Women, & Veteran-Owned Businesses

NOV 26

Governor Hogan Announces Advancement of Transformative State Center Redevelopment Plan



DEC 20

Maryland Capitol Police Annual Toy Drive





GENERAL SERVICES MAKES
THE "MIRACLE" HAPPEN EVERY DAY
WITH COURTEOUS CUSTOMER SERVICE.

CUSTOMER SERVICE TRAINING
MAY 21, 2019

